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ABSTRACT

This manual was written for the Conococheague District Library System, Chambersburg, Pennsylvania. The district purchased a core collection of 90 videotapes, 30 for each of 3 libraries (Coyle Free Library, Franklin County Library, and Lilian S. Besore Memorial Library); and 6 videorecorders, 2 for each library. This manual is intended to provide for smooth acquisition, processing, and circulation of these items and any future videotapes that may be added to the collection. Areas covered in the manual include: (1) videotape selection, including criteria for selection and an intellectual freedom statement; (2) videotape acquisition, including collection development and ordering; (3) cataloging, processing, and withdrawal of videotapes; (4) videotape circulation, including borrowers' rules, overdue videotapes, damaged videotapes, refunds, reserves, and staff circulation of videotapes; (5) videorecorder circulation, including borrowers' rules, overdue videorecorders, damaged videorecorders, refunds, reserves, and staff circulation of videorecorders; (6) statistics; (7) gift videotapes; and (8) re-consideration of videotapes. (Author/THC)

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CONOCOCHEAGUE DISTRICT LIBRARY

VIDEOTAPE AND VIDEORECORDER POLICY MANUAL

IR012031

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Rhonda Morey

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

INTRODUCTION

The Conococheague District Library System consists of three member libraries: Coyle Free Library, Franklin County Library and Lilian S. Besore Memorial Library. The District has purchased a core collection of ninety videotapes, thirty for each library; and six videorecorders, two for each library. It is the purpose of this manual to provide for smooth acquisition, processing, and circulation of these items and any future videotapes that may be added to the collection.

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Philosophy and Goals Statement

The Conococheague District Library System is a free, public, non-sectarian library system organized to provide and disseminate significant books and other printed and recorded materials, to offer guidance in their use, to help people in their search for reliable information, and to provide programs and projects aimed at the enrichment of leisure.

In keeping with the original library philosophy, the District has added videotapes and videorecorders to its circulating collection. The videotapes will provide education as well as entertainment and, it is hoped, additional enrichment to the patrons.

SELECTION OF VIDEOTAPES

I. Responsibility for Videotape Selection

Ultimate responsibility for the videotape selection policy lies with the Board of Directors of the Conococheague District Library. The Board of Directors delegates to the Head Librarians of Coyle Free Library, Franklin County Library, and Lilian S. Besore Memorial Library, and the Video Coordinator, the selection of videotapes and the development of the collection.

The Head Librarians and the Video Coordinator are authorized to acquire materials by the most efficient means necessary to insure meeting the informational and recreational needs of the patrons.

II. Criteria for Selection

The following criteria will be used in the selection of videotapes for the Conococheague District System. Materials may meet some or all criteria for selection.

1. High standards of quality in content, expression, and format.
2. Immediate or anticipated interest to individuals or the community.
3. Contemporary significance or permanent value.
4. Authenticity of factual material presented.
5. High standards in physical and technical excellence.
6. Reputation and professional standing of the producer.
7. Attention of critics, reviewers, and the general public.
8. Number and nature of requests from the public.
9. Price, format, or budgetary considerations.
10. Suitability of the material for library use.

III. Intellectual Freedom

The District is limiting circulation of videotapes and videorecorders to registered borrowers 18 years old and older. Circulation is not being limited due to content of the videotapes. This policy is established because parents or guardians would ultimately be responsible for replacing any videotapes or videorecorders damaged by their children (according to Pennsylvania State Law: 1967, July 27, P.L. 186). It would not seem fair for the library

to bill parents or guardians for what would likely be a substantial amount of money when they may have had no prior knowledge that their children borrowed the materials. There are no other limitations on who may borrow videotapes or videorecorders providing the borrower's library record is clear.

The Conococheague District Library recognizes that some of its videotapes may appear controversial or offensive to some patrons. The videotapes were selected on their individual merits based on the Criteria for Selection. Videotapes with an emphasis on sex, or containing profane language are not automatically rejected. Selection is made on the basis of whether the material presents life in its true proportions, whether characters and situations are realistically presented, and whether the videotape has artistic, social, or literary value.

Responsibility for children's viewing rests with their parents or guardians. Selection is not inhibited by the possibility that materials may inadvertently come into the possession of children.

Library videotapes will not be labeled to show approval or disapproval of the contents. Videotapes that have been rated by the Motion Picture Association of America's rating system (G, PG, PG-13, and R) will have these ratings displayed on the container and videotape. No attempt will be made to rate videotapes that are not rated by the Association.

ACQUISITION OF VIDEOTAPES

I. Collection Development

The District Director will assign a Video Coordinator to oversee collection development.

The videotape collection is divided into three parts, labeled the A, B, and C collections, one for each district library. Each Head Librarian will be responsible for maintaining one of the collections. Currently, each collection is balanced in the following proportions: 10% educational, 20% current films, 35% classic films, and 35% children's videotapes.

Annually, when a new budget is issued, the District Director will assign the number of videotapes each library is to purchase and the budget for the purchases. The Head Librarians should attempt to order new videotapes in the above named proportions, so that the collections will remain balanced. The Video Coordinator will keep record of what is circulating and percentages may be changed if patron interest requires a change in focus. The District Director and the Coordinator will decide if the percentages are to be changed. If so, the Coordinator will notify each Head Librarian of the change. New videotapes should be ordered throughout the year so there are always new items being added to the collection.

II. Ordering

1. The Video Coordinator and the District Director will decide which major distributors will be used to purchase videotapes. After making their selections, Head Librarians should check the catalogs of these distributors to obtain the lowest price. If the videotape selected is not handled by any of the distributors, it may be ordered directly from the producer by the Acquisitions Department.
2. The name of the videotape, distributor, and price should be included in the order. If the videotape is to be ordered through an independent producer, the address and any other pertinent information must be included.
3. Each order should also state whether the videotapes being purchased are for the A, B, or C collections.
4. Orders should be sent to the Acquisition Department.

III. Acquisition Department Responsibilities

1. The Acquisitions Department will process videotape orders according to District Library procedures.
2. The Acquisitions Department should keep a copy of all videotape orders on file. Every new videotape order should be checked against the file to prevent duplication of orders.
3. If there is a duplication of orders, the second library ordering should be notified that the videotape has already been ordered and requested to make another selection.
4. Any problems or delays in videotape orders should be reported to the Head Librarian ordering the videotape.
5. All videotapes should be ordered only in the VHS format.

CATALOGING, PROCESSING, AND WITHDRAWAL OF VIDEOTAPES

I. Processing

1. Check in the videotape according to normal departmental procedures. Since videotapes often have duplicate titles, check the original order to make sure it is the one ordered.
2. Remove the videotape from the display box and place in a plastic videotape box.
3. Affix identifying labels to the videotape and the plastic box. Labels should be for the Conococheague District Library only, not the individual libraries.
4. Affix a label with the film title on the plastic box.
5. Check the videotape or the display box to see if the videotape has been rated by the Motion Picture Association. If it has been rated, and the rating is not clearly marked on the videotape itself, affix a label indicating the rating (G, PG, PG-13, or R) on the videotape. If the rating is not clearly marked on the display box, affix a label indicating rating to the front of the display box. No attempt should be made to rate videotapes that have not been rated by the Motion Picture Association.
6. Forward the videotape for cataloging.

II. Cataloging

Videotapes are divided into three separate collections, labeled A, B, and C. There is one collection for each of the District Libraries.

1. Videotapes will not be cataloged. However, a master list will be kept at each library of the separate A, B, and C collections.
2. When a new videotape arrives, it should be assigned the letter A, B, or C according to the collection for which it was ordered. (Order forms sent to the Acquisitions Department will state for which collection the videotape has been ordered.) The videotape should then be assigned a consecutive number, following the number of the last videotape that has been added. (Note: Numbering should be consecutive for all videotapes in the District collection i.e. 1A, 2B, 3C <u>not</u> 1A, 1B, 1C.)
3. Labels with the number should be affixed to the video-cassette and the accompanying plastic box.
4. The videotape title should be added to the master list at the District Center. Notes should be sent to the other libraries indicating the title should be added to their master lists.

II. Cataloging (cont'd)

5. The videotape will be sent in the plastic box with the original display box to the library currently housing the collection for which the videotape has been selected.

III. Withdrawals

1. Damaged videotapes

   a. Videotapes that have been damaged beyond repair and are not being replaced will be returned to the Acquisition Department for withdrawal.

   b. The Acquisitions Department will be responsible for notifying the libraries that the videotape has been withdrawn and should be removed from the master list.

2. Other withdrawals

   a. Withdrawal of videotapes for other reasons will only be done with the approval of the Video Coordinator and the District Director

   b. Videotapes withdrawn for other reasons will be sent to the Acquisitions Department for withdrawal.

   c. The Acquisitions Department will be responsible for notifying the libraries that the videotape has been withdrawn and should be removed from the master list.

   c. The Video Coordinator will decide upon the disposition of withdrawn videotapes that are not damaged.

CIRCULATION

Videotapes

Only videotape cartons will be on display on the shelves, facing front, with the corresponding empty plastic cases behind them. The videotapes will be stored by the libraries and be inaccessible to patrons.

The following rules apply to all videotape borrowers:

1. The borrower is responsible for returning videotapes in good condition, and for paying the cost of repair or replacement in case of damage or loss.
2. Borrower must be 18 years old or older. Proof of age may be required.
3. Borrower agrees to pay the full rental fee for each night the videotape is borrowed (excluding Sunday). Videotapes must be returned by closing time the next working day to the library from which they were borrowed.
4. Borrower is limited to checking out no more that 3 videotapes at a time.
5. Violation of the terms may result in a suspension of borrower's privileges.

I. Checking Out Videotapes.

1. Have patron bring the plastic case of the videotape selected to the desk. (Patron should leave the display carton on the shelves.) If there is no plastic case behind the display case, then the videotape has already been checked out.
2. List the videotape(s) the patron has selected on the Videotape Loan Agreement form (see sample opposite). Patrons may check out no more than 3 videotapes at any one time without special exception from the Head Librarian. Fill in Date Due. Videotapes are due by closing the following working day.
3. Have patron fill in the lower portion of the form including the Signed, Address, and Phone areas. Make sure the writing is legible.
4. Ask to see patron's library card. If patron is not a registered borrower, register patron according to normal library procedures. If there is doubt whether the patron is 18, ask to see an I.D. listing age.
5. Compare the information on the library card with the information on the form. Ask about any discrepancies in address and phone numbers and make corrections on the form or with the patron's registration.

I. Checking Out Videotapes (cont'd)

6. Check to see if patron has been denied borrower's privileges for non-payment of library fines. If patron's privileges have been suspended, he/she may not check out videotapes.

7. Collect the rental fee for the videotape (currently $1.50 for each videotape). Put the money in the section designated for videotape money. Write "paid" and the amount of money collected on the Videotape Loan Agreement form. File the form in the videotape file.

8. Remind the patron that the videotape is due by closing time the following working day or another day's rental will be charged. Videotapes must be returned directly to the library from which they are borrowed. The rental fee will continue to accumulate if videotapes must be returned by interlibrary delivery.

II. Checking In Videotapes

1. Find the corresponding Videotape Loan Agreement from from the videotape file.

2. Check to see if the videotape is overdue. If it is, refer to Section III: Overdue Videotapes.

3. Mark "returned" on the Videotape Loan Agreement form and file in the designated area. The forms should be kept and counted for circulation purposes. After tabulation, the forms should be collected and forwarded monthly to the Video Coordinator.

4. Remove the videotape from the plastic box. Check visually for any damage. If the videotape is damaged, see Section IV: Damaged Videotapes. If the videotape does not appear to be damaged, return the videotape to the collection. Return the plastic box to its location behind the corresponding display box.

III. Overdue Videotapes

The patron is expected to pay the full rental fee for each working day the videotape is overdue. There is no charge for Sundays or holidays.

1. Checking for overdue videotapes

a. Videotape Loan Agreement forms should be checked each morning for those videotapes that were due by closing time the preceding day.

b. Patrons should be called and notified that the videotape is now overdue and that there will be a full day's rental charge for each day it is overdue.

III. Overdue Videotapes (cont'd)

2. If an overdue videotape is not returned, borrowing privileges for all library materials should be suspended when the rental charges exceed $5.00. Individual policies for retrieving overdue videotapes will vary between the libraries.

3. When an overdue videotape is returned:

   a. If patron is willing to pay:

      (1) Collect the money (currently $1.50 per day) and put with the videotape money not the fine money.

      (2) Write the amount paid on the Videotape Loan Agreement form.

      (3) Follow steps 3 and 4 of Section II: Checking In Videotapes.

   b. If patron is unwilling to pay:

      (1) Write "Overdue (#) days: Owes (amount)" on the Videotape Loan Agreement form.

      (2) Process the overdue record keeping according to the individual library's policy.

      (3) If the amount exceeds $5.00, borrowing privileges for all library materials should be suspended.

      (4) Follow steps 3 and 4 of Section II: Checking In Videotapes.

IV. Damaged Videotapes

1. If a returned videotape appears to be damaged, give the videotape and the corresponding Videotape Loan Agreement form to the Head Librarian for evaluation. Decisions on whether to charge and the amount charged will be judged by the individual Head Librarians on a case by case basis. Head Librarians may refer to the District Director for guidance if there are unusual problems.

2. If a patron reports a videotape was damaged when he/she borrowed it, give the videotape to the Head Librarian for evaluation. Refer to Section V: Videotape Refunds.

3. If a videotape is damaged beyond repair, it is the responsibility of the Head Librarian maintaining, not housing, that particular collection to decide whether it should be withdrawn or replaced. It is the responsibility of the Head Librarian housing the collection to notify the Head Librarian maintaining the collection that the videotape is damaged beyond repair.

4. Damaged videotapes that are to be withdrawn should be sent to the Acquisitions Department for processing.

V. Videotape Refunds

1. Refunds will be granted only when a patron is unable to use a videotape because it was damaged before the patron borrowed it. Procedures for issuing refunds will vary between libraries and libraries should follow their individual policies.

2. Refunds will not be issued because a patron was dissatisfied or offended by the content or nature of a videotape.

VI. Reserves and Interlibrary Loan of Videotapes

1. There will be no reserves taken for videotapes. Rental will be on a first come, first served basis.

2. Videotapes will not be loaned between the libraries. The libraries will rotate their collections every four months, at the direction of the Video Coordinator, so that every videotape owned by the District will be at each library at least once a year. A master list of the collection will be available at each library. Patrons may refer to the list for the location of a particular videotape and go to that library to borrow it.

VII. Staff Circulation of Videotapes

1. Staff members may borrow videotapes at closing time for free or at any time if they are willing to pay the rental fee.

2. If the videotapes are borrowed free, they must be returned by opening time the following working day. If the rental fee is paid, they must be returned by closing time the following working day.

3. Staff members are expected to pay the full rental fee (currently $1.50) for each day a videotape is overdue.

Videorecorders

The following rules apply to all videorecorder borrowers:

1. The borrower is responsible for returning equipment in good condition, and for paying the cost of repair or replacement in case of damage or loss.
2. Borrower must be 18 years old or older. Proof of age may be required.
3. Borrower agrees to pay the full rental fee for each night the videorecorder is checked out. There is a special weekend rate for Saturdays and Sundays.
4. Violation of the terms may result in a suspension of borrower's privileges.

I. Checking Out Videorecorders

1. Check the Videorecorder Reserve Calendar to make sure patron has reserved a videorecorder.
   a. If the patron has not reserved a videorecorder and all the videorecorders are reserved for other patrons, the patron may not check one out and is encouraged to reserve a videorecorder for a future date.
   b. If the patron has not reserved a videorecorder and there is a videorecorder that is available, it may be checked out.
   c. If the patron has reserved a videorecorder continue check out procedures.
2. Fill in the Loan Period (up to 7 days), Date Due, and Videorecorder Number sections of the Videorecorder Loan Agreement form (see sample opposite).
3. Have the patron fill out the Signed, Address, and Phone sections of the form. Make sure the writing is legible.
4. Ask to see the patron's library card. If patron is not a registered borrower, resgister patron according to normal library procedures. If there is doubt whether the patron is 18 years of age, ask to see an I.D. listing age.
5. Compare the information on the library card with the information on the form. Ask about any discrepancies in address and phone numbers and make corrections on the form or with the patron's registration.
6. Check to see if patron's library privileges have been suspended for non-payment of fines or not returning library materials. If patron's privileges have been suspended, he/she may not borrow a videorecorder.

I. Checking Out Videorecorders (cont'd)

7. Collect the rental fee for the number of days the videorecorder is to be loaned. Currently, the fee is $3.00 per night or $5.00 for weekends (Saturday and Sunday). Put the money in the section designated for videorecorder money. Write "Paid" and the amount of money collected on the Videorecorder Loan Agreement form. File the form into the videorecorder file.

8. Inform the patron that the videorecorder must be returned by closing time of the Date Due. Videorecorders must be returned directly to the library from which they are borrowed. The rental fee will continue to accumulate if videorecorders must be returned by interlibrary delivery.

II. Checking In Videorecorders

1. Find the corresponding Videorecorder Loan Agreement form from the videorecorder file.

2. Check to see if the videorecorder is overdue. If it is, refer to Section III: Overdue Videorecorders.

3. Check to see if all parts of the videorecorder have been returned (wires, remote control, instructions, etc.). If not, notify patron to return missing items as soon as possible. Mark which items were not returned and which parts were returned on the Videorecorder Loan Agreement form. Refile the form in the videorecorder file until the missing parts are returned. See Section IV: Damaged Videorecorders if the missing parts are not returned.

4. Check the videorecorder visually for any damage. If the videorecorder appears damaged in any way see Section IV: Damaged Videorecorders.

5. If all parts have been returned and the videorecorder passes a visual inspection, mark "Returned" on the Videotape Loan Agreement form and file in the designated area. The forms should be kept and counted for circulation purposes. After tabulation, disposal will be left to the individual libraries' discretion.

III. Overdue Videorecorders

The patron is expected to pay the full rental fee for each day or weekend the videorecorder is overdue.

1. Checking for overdue videorecorders

a. Videorecorder Loan Agreement forms should be checked each morning for those videorecorders that were due by closing time the preceding day and not returned.

b. Patrons should be called and notified that the videorecorder is now overdue and that there will be a full day's rental charge for each day it is overdue.

III. Overdue Videorecorders (cont'd)

2. If an overdue videorecorder is not returned, borrowing privileges for all library materials should be suspended when the rental charge exceeds $5.00. If it seems a videorecorder will not be willingly returned, the District Director should be notified for a correct course of action, due to the high cost of the equipment.

3. When an overdue videorecorder is returned

   a. If patron is willing to pay

      (1) Collect the money (currently $3.00 per day, $5.00 per weekend [Saturday and Sunday]) and put with the videorecorder money not fine money.

      (2) Write the amount paid on the Videorecorder Loan Agreement form

      (3) Follow steps 3,4, and 5 of Section II: Checking In Videorecorders.

   b. If patron is unwilling to pay

      (1) Write "Overdue (#) days, owes: (amount)" on the Videorecorder Loan Agreement form.

      (2) Process the overdue record keeping according to the individual library's policy.

      (3) If the amount exceeds $5.00, borrowing privileges for all library materials should be suspended.

      (4) Follow steps 3,4, and 5 of Section II: Checking In Videorecorders.

IV. Damaged Videorecorders

1. If a returned videorecorder appears to be damaged, give the videorecorder and the corresponding Videorecorder Loan Agreement form to the Head Librarian for evaluation. Decisions on whether to charge and amount charged for damaged videorecorders will be judged by the individual Head Librarians on a case by case basis.

   If the videorecorder is damaged to the point of needing repair or replacement, contact the District Director for guidance on how to get the videorecorder serviced and what to charge the patron.

2. If a patron reports a videorecorder was damaged when he/she borrowed it, give the videorecorder to the Head Librarian for evaluation. Refer to Section V: Videorecorder Refunds.

   If a videorecorder is damaged to the point of needing repair, the District Director should be contacted for information on warranties and where to send the videorecorder for repair.

V. Videorecorder Refunds

1. Refunds will be granted only when a patron is unable to use a videorecorder because it was damaged before the patron borrowed it. Procedures for issuing refunds will vary between libraries and libraries should follow their individual policies.

2. Refunds will not be issued because a patron did not use the equipment or for reasons other than the equipment's malfunctioning.

VI. Reserving Videorecorders

A videorecorder may be reserved by phone or in person by a patron requesting it for a future date.

1. Check the AV Equipment Calendar to make sure there is a videorecorder available on the date(s) requested.

2. Draw a line through the date(s) requested on the calendar. Since a videorecorder is not due until closing time, it is considered to be out for the full day on the date it is to be returned and should not be reserved again for that date.

3. Write the patron's name, phone number, and "VCR" on the calendar on the date(s) reserved.

VII. Interlibrary Loan of Videorecorders

Videorecorders will not normally be loaned to other libraries. However, if a district library's videorecorder breaks down and the library has reserves for it, they may borrow another library's videorecorder to fulfill the requests, providing the second library's videorecorder is available. Borrowing between libraries should be minimal and only in emergency situations.

VIII. Staff Circulation of Videorecorders

1. Staff members may borrow videorecorders at closing time for free or at any time if they are willing to pay the rental fee.

2. If the videorecorders are borrowed free, they must be returned by opening time the following working day. If the rental fee is paid, they must be returned by closing time of the Date Due.

3. Staff members are expected to pay the full rental fee (currently $3.00 per night, $5.00 per seekends [Saturday and Sunday]) for each day a videorecorder is overdue.

STATISTICS

1. Each library should keep a count of the number of videotapes that circulate and the number of times the videorecorders are checked out. These statistics should be added to the libraries' monthly and annual reports.

2. Each library should keep separate records of the amount of videotape and videorecorder money received. This money should be deposited according to the individual library's procedure.

3. The Video Coordinator will be responsible for keeping statistics on circulation by title and by area (i.e. children's, classics, current, or educational videotapes) and reporting these statistics monthly to the District Director.

GIFTS

1. The District Libraries will accept gift videotapes with the stipulation that not every gift may be added to the collection. Gifts will be judged individually according to the standards in the Criteria for Selection.
2. Gift videotapes should be forwarded to the Video Coordinator for evaluation. The Video Coordinator will decide if the videotapes are to be added and to which collection they will be assigned.
3. Gift videotapes added to the collection are to be sent to the Acquisitions Department for cataloging and processing.
4. The District Libraries will not evaluate gift videotapes for tax or other purposes.

RE-CONSIDERATION OF VIDEOTAPES

The Conococheague District Library was established to serve the public and therefore welcomes public opinion. The District considers it the right of any patron to ask for re-consideration of a videotape he/she feels does not meet the Criteria for Selection. However, the District limits requests for re-consideration to registered borrowers.

Librarians receiving a request for re-consideration should contact the District Director and the Video Coordinator, and follow the procedure used for re-consideration of other library materials.

Compiled and written by:

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Franklin Co. Library
November 1985